This listing of claims will replace all prior versions, and listings, of claims in the application:

<u>Listing of Claims</u> (deleted text being struck through and added text being underlined):

1. (Original) A method for determining computer system software load process, comprising:

loading computer system software on a computer; and providing a marker file in said loaded computer system software, said marker file indicating whether said loaded computer system software was loaded in a computer manufacturer's factory, loaded by a system restoration CD (SRCD), or loaded by downloading an image.

- 2. (Original) The method of claim 1, further comprising:
 when a program running on said computer abnormally terminates and
 said computer is able to send said marker file to a central authority, sending
 said marker file to said central authority by said computer.
- 3. (Original) The method of claim 2, wherein said marker file is used by said computer manufacturer to trace a cause of why said program running on said computer abnormally terminates.
- 4. (Original) The method of claim 1, further comprising:
 when a program running on said computer abnormally terminates and
 said computer is not able to send said marker file to a central authority,
 sending said marker file to said central authority by said computer after said
 computer reboots.
- 5. (Original) The method of claim 4, wherein said marker file is used by said computer manufacturer to trace a cause of why said program running on said computer abnormally terminates.

- 6. (Original) The method of claim 1, wherein said marker file is dynamically generated when said loaded computer system software was loaded by downloading an image.
- 7. (Original) The method of claim 1, wherein said marker file is a static marker file loaded from said system restoration CD (SRCD) when said loaded computer system software was loaded by said system restoration CD (SRCD).
- 8. (Original) The method of claim 1, wherein said marker file, when said loaded computer system software was loaded in a computer manufacturer's factory, is either dynamically generated or a static marker file loaded by said factory.
- 9. (Original) The method of claim 1, wherein said loaded computer system software is an operating system.
- 10. (Original) The method of claim 1, wherein said loaded computer system software is a device driver.
- 11. (Original) The method of claim 1, wherein said computer manufacturer is an OEM.
- 12. (Original) A computer-readable medium having computerexecutable instructions for performing a method for determining computer system software load process, said method comprising:

loading computer system software on a computer; and providing a marker file in said loaded computer system software, said marker file indicating whether said loaded computer system software was loaded in a computer manufacturer's factory, loaded by a system restoration CD (SRCD), or loaded by downloading an image

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13. (Original) The computer-readable medium of claim 12 wherein said method further comprising:

when a program running on said computer abnormally terminates and said computer is able to send said marker file to a central authority, sending said marker file to said central authority by said computer.

- 14. (Original) The computer-readable medium of claim 13, wherein said marker file is used by said computer manufacturer to trace a cause of why said program running on said computer abnormally terminates.
- 15. (Original) The computer-readable medium of claim 12, wherein said method further comprising:

when a program running on said computer abnormally terminates and said computer is not able to send said marker file to a central authority, sending said marker file to said central authority by said computer after said computer reboots.

- 16. (Original) The computer-readable medium of claim 15, wherein said marker file is used by said computer manufacturer to trace a cause of why said program running on said computer abnormally terminates.
- 17. (Original) The computer-readable medium of claim 12, wherein said marker file is dynamically generated when said loaded computer system software was loaded by downloading an image.
- 18. (Original) The computer-readable medium of claim 12, wherein said marker file is a static marker file loaded from said system restoration CD (SRCD) when said loaded computer system software was loaded by said system restoration CD (SRCD).

- 19. (Original) The computer-readable medium of claim 12, wherein said marker file, when said loaded computer system software was loaded in a computer manufacturer's factory, is either dynamically generated or a static marker file loaded by said factory.
- 20. (Original) The computer-readable medium of claim 12, wherein said loaded computer system software is an operating system.
- 21. (Original) The computer-readable medium of claim 12 wherein said loaded computer system software is a device driver.
- 22. (Original) The computer-readable medium of claim 12, wherein said computer manufacturer is an OEM.
- 23. (Original) A method for determining computer software load process, comprising:

loading computer software on a computer; and

providing a marker file in said loaded computer software, said marker file indicating whether said loaded computer software was loaded in a computer manufacturer's factory, loaded by a computer-readable medium, or loaded by downloading an image.

- 24. (Original) The method of claim 23, further comprising: when a program running on said computer abnormally terminates and said computer is able to send said marker file to a central authority, sending said marker file to said central authority by said computer.
- 25. (Original) The method of claim 23, further comprising:
 when a program running on said computer abnormally terminates and
 said computer is not able to send said marker file to a central authority,
 sending said marker file to said central authority by said computer after said
 computer reboots.

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- 26. (Original) The method of claim 23, wherein said loaded computer software is application software.
- 27. (Original) The method of claim 23, wherein said computer manufacturer is an OEM.